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|  | STANDARD OPERATING PROCEDURE State Form 39870(R/S-06) | Reference Number CIS-010 |
| | Subject Telephone Service – Department Facilities | |
| | Special Instructions Replaces CJD-015 dated March 1, 2015 | Effective Date September 17, 2018 |

I. PURPOSE

Establish guidelines for using telephones located at Department facilities.

II. POLICY

Use of Department facility telephones for local or long distance calls, information (411) requests, and/or facsimile (fax) calls shall be done for the purpose of conducting official business as outlined in this procedure. Personal use of Department facilities telephones shall also be restricted as outlined in this procedure.

III. FACILITY TELEPHONE USE

A. Telephone use (local and long distance) from Department facilities.

1. Telephones located at Department facilities are to be utilized for conducting routine and emergency Department business. Local calls that are not related to official business shall not be excessive nor shall they be of such frequency and length as to interfere with the office environment or work functions.
2. All long distance telephone calls made from a Department facility shall be for official business use only; made as brief as possible; and shall not be made in excessive numbers when other methods of communication are available.
 - a. If, because of exigent circumstances, a Department member makes a personal long distance or information call, the Department member shall notify their supervisor of the call and make arrangements for reimbursement to the Department.
 - b. Long distance telephone bills shall be reviewed monthly.
3. Department personnel shall utilize toll free numbers or the internal VoIP phone system when contacting other Department facilities.

B. Information (411) calls for official business shall only be made after all available efforts to obtain a desired telephone number have been exhausted. Non-business or personal information calls are not authorized, with the exception of exigent circumstances or a personal emergency.

IV. DEPARTMENT FAXES

A. All fax transactions shall be for official Department business only.

B. Lengthy or long distance faxes when possible should be sent by email.

C. Intelligence information or "Criminal Activity Reports" (CARs) shall **"NOT"** be sent by fax.

D. All transactions shall include a cover sheet that contains the sender's name, recipient's name, date, number of pages, a reference number for reply and a brief statement to indicate message content.

E. Nothing in this procedure is intended to prevent Department personnel from making or receiving any personal long distance or information phone calls in any personal emergency. All Department personnel are authorized to use the Department telephone service in any personal emergency situation.

V. VOICE (MAIL) MESSAGE (VM) SET-UP

A. When available, the following guidelines for setting up a greeting and monitoring VM shall apply to all Department facility telephones where the voice message system has been activated and to all issued cellular telephones and smart phones. For assistance in determining if your Department facility phone is equipped with VM or assistance is needed with the activation of VM, contact the Statistics and Technology Section (SAT) of the Communications and Information System (CIS) Division.

1. VM may not be available on all facility telephones. If VM is available, it is the discretion of the individual employee whether or not to utilize this function; unless, directed to set-up and use the function by the local commander.

2. The VM function for all issued cell and smart phones shall be activated and setup as outlined in this procedure.

3. VM guidelines shall not apply to personally owned cell/smart phones that are used for Department business. However, VM greetings on a personal cell/smart phone shall not contain any offensive or unprofessional content or references. Personnel whose personnel cell/smart phone does not meet this requirement shall refrain from giving out their personal number for Department business.

B. VM greetings, with the exception of undercover personnel (see C below), shall include:

1. A greeting, professional and brief to include the agency name and location (for administrative personnel) where the employee works;

2. Employee's rank (for sworn personnel only);

3. The employee's name;

4. The employee's title or section title, when appropriate;

5. A request for the caller to leave:

- a. Their name,
- b. A contact number where they can be reached; and
- c. A brief message or subject of the call.

6. And, an assurance the call will be returned.

Example I: Thank you for calling the Indiana State Police (Human Resources Division). You have reached the voice mail box of Sergeant Jennifer Smith of the Recruiting Section. Please leave your name, number and a brief message and I will return your call as soon as possible.

Example II: Thank you for calling the Indiana State Police Indianapolis District. You have reached the voice mail box of Lt. Robert Shetland, the District Commander. Please leave your name, number and a brief message and I will return your call as soon as possible.

C. Undercover (UC) personnel.

- 1. When setting up a VM greeting on a Department facility telephone or issued cell phone or smart phone UC personnel shall omit any use of the employee's name, rank or title.
 - 2. If issued a Department cell phone or smart phone, specifically for undercover work, the employee may use a greeting that perpetuates the cover and should avoid using any reference to a complete name (actual or alias).
- D. This procedure is to be used in conjunction with all relevant Department regulations, rules, policies and procedures.